

REMARKS

Claims 1-32 are pending in the application. Claims 1-32 have been rejected. Claims 1, 13 and 23 have been amended and Claims 33 - 41 have been added. The Specification has been amended to correct errors inadvertently introduced in the Substitute Specification filed August 1, 2001. No changes to the Drawings have been made.

Rejection of Claims under 35 U.S.C. § 103

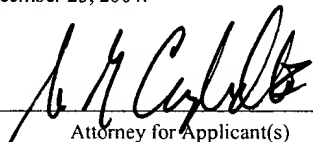
Claims 1-7, 9-19, 21-29, 31 and 32 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 5,594,791 issued to Szlam, et al. (hereinafter Szlam). Although Applicants do not agree that Szlam teaches agent data including information related to types of communication media an agent can access, claims 1, 13 and 23 have been amended to further distinguish Szlam. Support for these amendments are found in the specification on at least page 11, lines 15-19 and Fig. 2f. Independent claim 1, its dependent claims 2-12 and 33-35, independent claim 13, its dependent claims 14-22 and 36-38, independent claim 23, and its dependent claims 24-32 and 39-41 are allowable for at least this reason.

Claims 8, 20, and 30 are rejected under 35 U.S.C. §103(a) as being unpatentable over Szlam in view of Shtivelman et al. (U.S. Patent 6,263,066). Applicants respectfully traverse this rejection. As dependent claims of independent claims 1, 13 and 23, respectively, claims 8, 20 and 30 have been shown to be allowable over Szlam alone. Consequently, claims 8, 20 and 30 are allowable for at least the foregoing reasons.

CONCLUSION

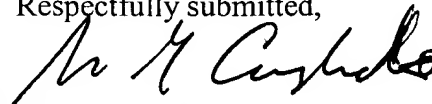
In view of the remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5084.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.


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12/23/04
Date of Signature

Respectfully submitted,



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